



11/11

PATENT
Customer No. 25,537
Attorney Docket No. 00-5019

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
Douglas J. COWELL et al.) Group Art Unit: 2614
Application No.: 09/692.926) Examiner: Karen L. Le
Filed: October 20, 2000) Confirmation No.: 8386
For: METHOD AND SYSTEM FOR)
CALL CENTER SCREENING)

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

REPLY TO OFFICE ACTION

In reply to the Office Action mailed May 7, 2007, please amend the
above-identified application as follows:

Amendments to the Claims are reflected in the listing of claims in this paper.

Remarks follow the amendment section of this paper.